



Job Title: Internship – Training Intern FLSA Status: Non-Exempt
Reports: Associate Director of Operations Pay Rate: \$18.00/hour
Department: Operations

Position Summary

The Training Intern will be part of the Access Health CT Operations Department Team. S/he will learn about our mission, values, and how the Connecticut Marketplace, Access Health CT (AHCT) was created by the Affordable Care Act (ACA) to serve as an online tool for Connecticut consumers to purchase healthcare insurance. AHCT is a quasi-public agency guided by federal regulations and supported by the CT Legislature and other elected officials.

The Training intern will assist our Training and Customer Service teams in supporting various training initiatives and gaining hands on experience in customer support

This position reports to the Associate Director of Operations

This internship will run from June 3, 2025 through August 13, 2025 at approximately 30-40 hours per week.

As a summer intern, you will be an integral part of a collaborative project that brings together diverse talents and perspectives. Throughout your internship, you will work alongside fellow interns and team members, participating in regular meetings to discuss progress and share ideas. You will also have the opportunity to present your project to the Senior Leadership Team at the end of the summer, showcasing your contributions and insights. Additionally, you will be paired with an internal mentor who will provide guidance and support throughout your internship, helping you develop valuable skills and gain meaningful experience in a professional setting.

The Operations Intern will:

- Prepares and organizes training materials needed for the various courses and assists in creating and updating training materials.
- Prepares and converts PowerPoint decks to learning management system (LMS) for training use
- Assists in setting up training modules using Lectora software
- Organizes and archives training records using the Learning Management System

- Support in preparing weekly reports for the Customer Service team
- Prepare and send documents and applications to Scanning Vendor sent in by consumers
- Return checks, cash, personal items (physical IDs, foreign passports, school IDs) back to consumers
- Direct self-attested letters sent by consumers to CRT manager for further evaluation
- Follow-up with customers to ensure their issues have been resolved
- Perform other Training and Customer service-related duties as requested

Qualifications: the requirements listed below are representative of the knowledge, skill, and/or ability required.

- Undergraduate entering Junior or Senior year Business Administration, Organizational Development, Social Science, Education or other related field
- Knowledge of Microsoft Excel, Word and skills required
- Excellent oral and interpersonal communication skills
- Ability to effectively gather and organize information in a way that assists the end user with understanding of the information
- Ability to read, analyze, and interpret information
- Self-starter and can work independently at times

Physical Demands: the physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, hear, use hands to type data, and utilize a phone or other electronic communication devices. This employee may occasionally have to operate business machines. Specific vision abilities required in this job include close vision and the ability to adjust focus.

Work Environment: this is an office role two days per week on Tuesdays and Wednesday and remote the other three weekdays. In office the noise level in the work environment is usually low. Requires ability to work at a fast-pace and meet required deadlines.

Equal Opportunity and Affirmative Action Employer